

ReStore Manager Job Description

Occupational Summary

The ReStore Manager is responsible for overall management of the Store's day-to-day operations, playing an active role in planning for the Store's future, and for representing the ReStore at public and community events.

Responsibilities and Duties

1. Work Performed

- Hold key administrative and operational responsibility for the ReStore.
- Run the operation with the recognition that the ReStore is often one's first impression of Habitat for Humanity.
- Ensure store is adequately staffed.
- Ensure quality customer service is provided and grievances are professionally handled.
- Ensure proper maintenance of facility, equipment and vehicles.
- Maintain up-to-date physical and electronic filing system and proper record retention.
- Develop and maintain comprehensive operations manual.
- Ensure compliance with safety standards and comply with accident procedures.
- Work with Construction Supervisor to reserve donations for SCVHFH homes.

2. Staff & Volunteer Management

- Implement and maintain personnel policies approved by the Board of Directors.
- Hire, train and manage ReStore staff and volunteers in accordance with personnel policies and ensure staff is well versed about Habitat's program and local activities.
- In cooperation with Volunteer Coordinator, recruit and recognize ReStore volunteers.
- Facilitate a positive, team-oriented environment in which all staff and volunteers are given the opportunity to achieve their full potential.
- Address and document violations of policies and code of conduct by staff and recommend action regarding chronic or serious situations.
- Resolve situations involving volunteers in consultation with the ED, volunteer coordinator and/or the Chairperson of the Restore Committee.
- Evaluate staff performance in accordance with job descriptions and performance evaluation procedures, and issue raises within approved budget.

3. Reporting and Communications

- Provide monthly report of sales activities, expenses, projects and public relations activities for inclusion in monthly Board of Directors information package.
- Ensure that staff meetings are held on a regular basis.
- Work with volunteer coordinator in recruiting, training and retaining volunteers.
- Keep ED and Chairperson of the Restore Committee informed of staff, operational and financial matters.
- Establish and implement donor recognition program.
- Develop and maintain relationships with other ReStore Managers.

4. Finance and Administration

- Implement and monitor systems for daily cash transactions and deposits.
- Provide accurate accounting records of revenues and expenses.
- Approve employee timecards and approve and code payable invoices.
- Ensure monthly expenditures are within budget; request exceptions for increases.
- Work in conjunction with the ED, Chairperson of the Restore Committee and Finance Committee to develop annual operating budget and recommend capital expenditures.

5. Policy and Planning

- Develop and recommend policy for sales, salvage, material acquisition and staffing.
- Assist in development of marketing and advertising strategy for ReStore which is integrated with the overall SCVHFH marketing and advertising strategy.
- Monitor competitive merchandise market environment (pricing and practices).
- Participate in the development and implementation of short- and long-term strategies, goals and objectives.
- Present all policy proposals to the ED and Chairperson of the Restore Committee, who will present to the Board of Directors for approval.
- Develop relationships with existing and potential donors to increase quality and quantity of donations in order to maintain full inventory.

Qualifications

- Comfort with social media and technology
- Enthusiasm and self-motivation.
- Demonstrate leadership and management skills.
- Ability to lead, train, and manage staff and volunteers in a positive manner.
- Must be able to deal with all kinds of individuals and remain consistent in keeping a professional demeanor.
- Knowledge of sales, marketing, and construction materials.
- Effective time management and organizational skills.
- Effective written and oral communication skills.
- Basic computer skills, including word processing, spreadsheets and email.
- Ability to adapt to a changing environment and unexpected shifts in priorities.
- Heavy lifting may be required.
- Work may require climbing ladders, considerable standing, bending, kneeling and reaching, in awkward and tiring positions.

Reports to: Executive Director

Time Requirements:

Twenty hours per week, including Saturday mornings and until store is closed each day. May need to work evenings or weekends. If excessive work hours are accumulated, compensatory time may be taken when it does not interfere with duties.